



Universal News

Investing for the future

Our trade is getting ever more challenging. Not only have alternators' outputs increased dramatically from around 55-90 amps up to 150-220 amps not being uncommon, but with the advent of smart charging opening up a whole different ball game. In simple terms, smart charging means the vehicle's alternator is being monitored and controlled by a separate control unit, typically via the alternator terminals COM, LIN or LIN 2. A control unit monitors the load that the alternator is placed under; this is normally done by the engine management. As you can imagine, testing these type of units requires ever more investment in the latest equipment. At Universal we will shortly take delivery of the very latest specification test bench. The new testing equipment will have the facility to map the remanufactured unit, to the specific vehicle make and model, ensuring that the correct test is carried out. With different vehicle manufacturers having different wiring functions (i.e. Stop/Start, Computer/ECU controlled etc) it will enable Universal to test units to OE manufacturers specification. At Universal quality is paramount, all our units are individually tested (not batch tested) and all of our units have full in house traceability from our batch number. Each unit goes through vigorous quality control checks, and you will now notice that each product will have a tested by and QC (quality control) label attached to it, ensuring all procedures are carried out.

Quality Assured



Stock ordering

We now have the ability to receive stock orders via our "ebis" email address ebis.universal@autonetplus.co.uk. Please be aware this is for non urgent, stock orders only. If the order or part of, is an urgent V.O.R or you require the unit(s) on a specific van run, then please phone the order through.

Stock



Urgent



Accounts dept email

A very quick note from our accounts dept. For any remittance advice or other queries please contact them at the following: accounts@universal.uk.com

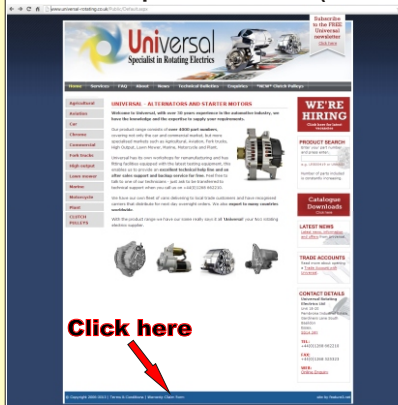


"You'll have to be more careful, that's the second time this month you've paid an invoice on time!"

Warranty paperwork

Nobody likes them, but they are a part of our business. Could we ask, wherever possible that all warranty returns are accompanied by our warranty claim sheet. This will enable us to quickly and effectively deal with your claim. Please put as many details as possible. Just "faulty" written on a returns note will slow the warranty process and possible credit.

The form can be printed from our website homepage, located on the blue strip at the bottom (shown below).





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Competition time!

This edition we're going to focus on original numbers and using the product search on our website www.universal.uk.com. All you need to do is put the O.E. numbers given below into our website, cross reference to our UNA/UNS numbers and put them on an email, numbered from 1 to 6 to competition@universal.uk.com. 1st prize is a 4 seater patio set, ready for our long, hot summer. 2nd prize is an electric cool box. Closing date for entries is 30th June 2013. Please include your name, company and a contact number with your entry. One entry per person.

- 1) 1S7U-11000-BA
- 2) LR1100-503B
- 3) 101210-0970
- 4) M008T76071ZE
- 5) 0124655006
- 6) 128000-7602

GOOD LUCK!



ReMaTec 2013

Once again we will be exhibiting at the worlds most important remanufacturing exhibition; ReMaTec. The exhibition in Amsterdam is running from the 16th to 18th June and is home to all the major remanufacturers from around the world. Over 180 companies will be present, displaying all the latest products and innovations. If you are thinking of visiting the show, let us know and we'll make sure there's a warm welcome waiting for you!



A message from the MD

Times are changing and technology is becoming more complicated with rotating electrics on later vehicles. We have recently invested in testing equipment that will allow us to map our remanufactured unit, to a specific make and model, ensuring that we are testing for all the different electrical functions required. We have seen a dramatic increase in enquiries for 2010+ vehicles, that are now breaking down and failing. These later vehicles have smart charging systems installed, that are controlled by the ECU monitoring and communicating with the alternator when to charge, also the introduction of stop/start vehicles over recent years as well. Although vehicle manufacturers are complicating electrical and charging systems on later vehicles, so we do not get the aftermarket enquiries, Universal have the technology and remanufacturing experience to overcome these issues!

Finally if you are planning to visit the ReMaTec exhibition in Amsterdam this year, please come along and visit us at our stand 11.111.

Warranty information

Our warranty tag and information slips appear to have been a positive move. With unit diagnosis becoming increasingly difficult to pinpoint, any clues to the vehicle fault always seem to be gratefully received. Firstly the box is sealed with a warning sticker, secondly the unit is tagged to say it has a known vehicle fault. Starters may also include a solenoid sticker detailing the issue(s) and finally an information slip is included in the box with the known vehicle fault(s) or issue(s).

We now have eleven different vehicle warranty issues, covering 100 different part numbers, ranging from oil contamination to wiring faults and ignition switch issues to belt tensioner problems. All of these can cause premature unit failure and can also appear like a unit fault rather than a vehicle issue.

